

Maine Department of Health and Human Services Integrated Quarterly Crisis Report

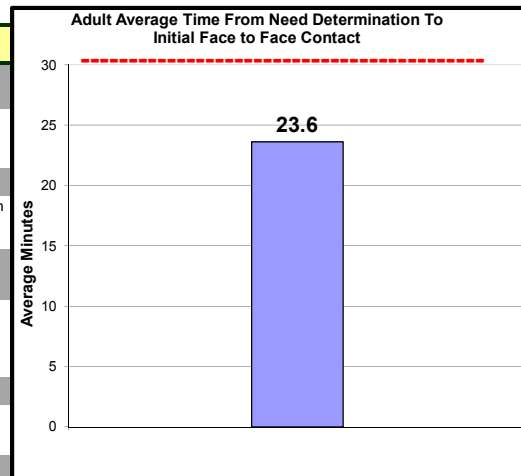
STATEWIDE with GRAPHS
Quarter 4 (April, May, June) SFY 2013



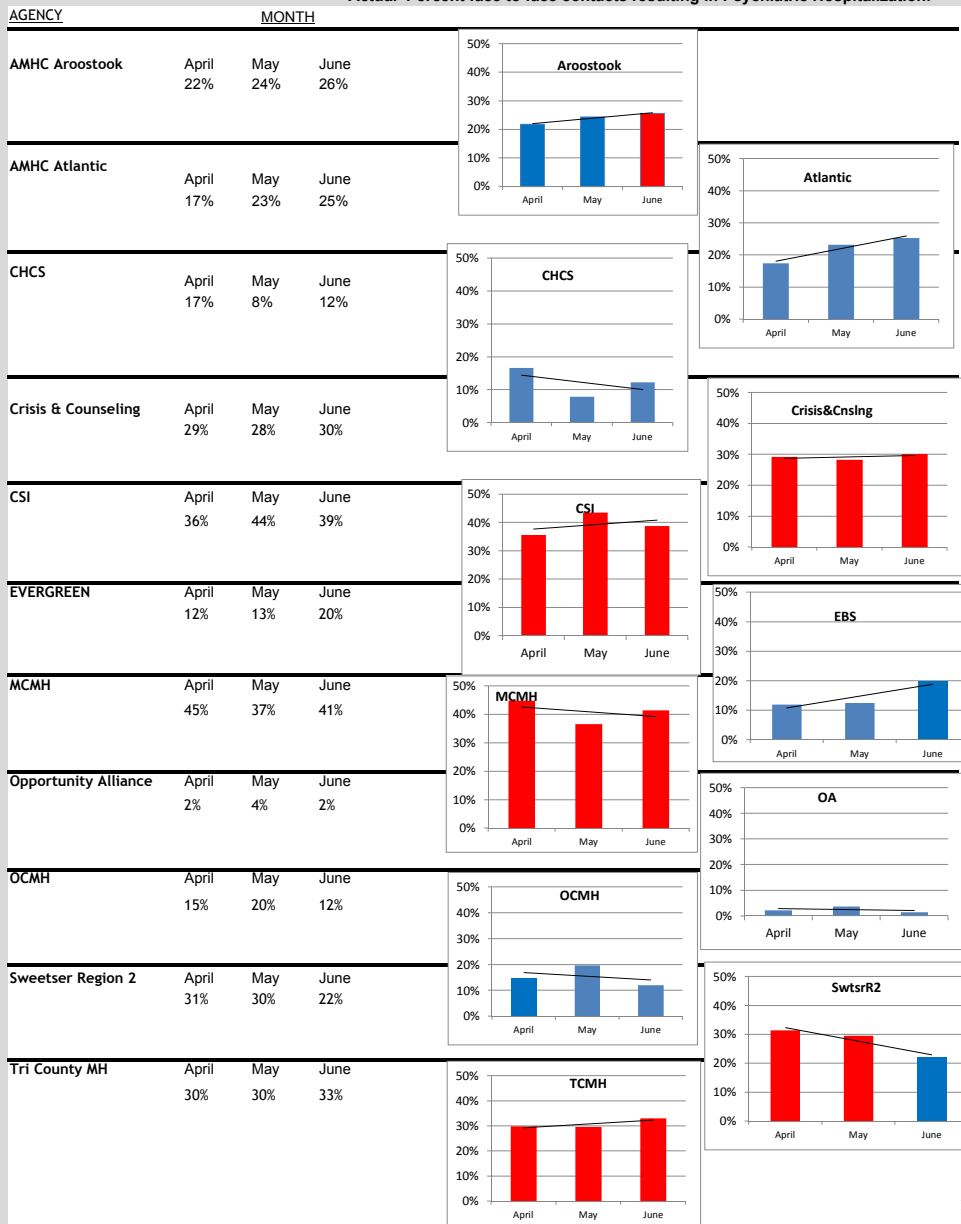
| I. Consumer Demographics (Unduplicated Counts - Face to Face) | | | | | | | | | | Paul E. LePage, Governor | | Mary C. Mayhew, Commissioner | |
|---|----------|--------------|------|--------------|------|-------------------|---------------|--------------------|------|--------------------------|-------|------------------------------|-------|
| Gender | Children | Males | 657 | Females | 748 | | | | | | | | |
| | Adults | Males | 2067 | Females | 2093 | | | | | | | | |
| Age Range | Children | <5y.o. | 7 | 5-9 | 157 | 10-14 | 656 | 15-17 | 586 | | | | |
| | Adults | 18-21 | 412 | 22-35 | 1298 | 36-60 | 1995 | 61 & Older | 405 | | | | |
| Payment Source | Children | MaineCare | 1001 | Private Ins. | 362 | Uninsured | 52 | Medicare | 3 | | | | |
| | Adults | MaineCare | 2203 | Private Ins. | 703 | Uninsured | 833 | Medicare | 480 | | | | |
| II. Summary of All Crisis Contacts | | | | | | | | | | CHILDREN | | ADULT | |
| a. Total number of telephone contacts. | | | | | | | | | | 10529 | | 39758 | |
| b. Total number of all INITIAL face to face contacts. | | | | | | | | | | 1473 | | 4409 | |
| c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER | | | | | | | | | | 93 | | | |
| d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization. | | | | | | | | | | 368 | | 1604 | |
| III. Initial Crisis Contact Information | | | | | | | | | | CHILDREN | | ADULT | |
| a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used. | | | | | | | | | | 206 | 14.0% | 470 | 10.7% |
| b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). | | | | | | | | | | 523 | 35.5% | 1219 | 27.6% |
| c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. | | | | | | | | | | 507 | 96.9% | 1165 | 95.6% |
| d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact. | | | | | | | | | | | | 104171 | 23.6 |
| e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. | | | | | | | | | | | | 2444 | 91.3% |
| f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. | | | | | | | | | | | | 1685 | 97.3% |
| CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact | | | | | | | | | | | | | |
| Less than 1 hour | 748 | 1 to 2 hours | 367 | 2 to 4 hours | 223 | More than 4 hours | 114 | | | | | | |
| | 51% | | 25% | | 15% | | 8% | | | | | | |
| CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis : | | | | | | | | | | | | | |
| Less than 3 hours | 1019 | 3 to 6 hours | 276 | 6 to 8 hours | 38 | 8 to 14 hours | 52 | More than 14 hours | 62 | | | | |
| | 69% | | 19% | | 3% | | 4% | | 4% | | | | |
| IV. Site of Initial Face to Face Contacts | | | | | | | | | | CHILDREN | | ADULT | |
| Number of face to face contacts seen in : | | | | | | | | | | | | | |
| a. Primary Residence (Home) | | | | | | | | | | 202 | 13.7% | 381 | 8.6% |
| b. Family/Relative/Other Residence | | | | | | | | | | 18 | 1.2% | 21 | 0.5% |
| c. Other Community Setting (Work, School, Police Dept., Public Place) | | | | | | | | | | 115 | 7.8% | 117 | 2.7% |
| d. SNF, Nursing Home, Boarding Home | | | | | | | | | | 0 | 0.0% | 31 | 0.7% |
| e. Residential Program (Congregate Community Residence, Apartment Program) | | | | | | | | | | 11 | 0.7% | 45 | 1.0% |
| f. Homeless Shelter | | | | | | | | | | 2 | 0.1% | 20 | 0.5% |
| g. Provider Office | | | | | | | | | | 13 | 0.9% | 91 | 2.1% |
| h. Crisis Office | | | | | | | | | | 227 | 15.4% | 811 | 18.4% |
| i. Emergency Department | | | | | | | | | | 877 | 59.5% | 2677 | 60.7% |
| j. Other Hospital Location | | | | | | | | | | 7 | 0.5% | 132 | 3.0% |
| k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) | | | | | | | | | | 1 | 0.1% | 83 | 1.9% |
| NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts | | | | | | | Sec. IV Total | | 1473 | 100% | 4409 | 100% | |
| V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive) | | | | | | | | | | CHILDREN | | ADULT | |
| Number of face to face contacts that resulted in: | | | | | | | | | | | | | |
| a. Crisis stabilization with no referral for mental health/substance abuse follow-up | | | | | | | | | | 60 | 4.1% | 261 | 5.9% |
| b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up | | | | | | | | | | 308 | 20.9% | 832 | 18.9% |
| c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up | | | | | | | | | | 585 | 39.7% | 1564 | 35.5% |
| d. Admission to Crisis Stabilization Unit | | | | | | | | | | 217 | 14.7% | 506 | 11.5% |
| e. Inpatient Hospitalization-Medical | | | | | | | | | | 6 | 0.4% | 101 | 2.3% |
| f. Voluntary Psychiatric Hospitalization | | | | | | | | | | 294 | 20.0% | 889 | 20.2% |
| g. Involuntary Psychiatric Hospitalization | | | | | | | | | | 2 | 0.1% | 194 | 4.4% |
| h. Admission to Detox Unit | | | | | | | | | | 1 | 0.1% | 62 | 1.4% |
| NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts | | | | | | | Sec. V Total | | 1473 | 100% | 4409 | 100% | |

ADULTS ONLY

| Adult AMHI CONSENT DECREE FEEDBACK REPORT | | |
|---|-------------------------|---|
| No. | Result | STANDARD |
| IV.35 | 24.6% | No more than 20-25% of face to face contacts result in Psychiatric Hospitalization. |
| IV.36 | 23.6 Average Minutes | 90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call. |
| IV.37 | 93.6% | 90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment. |
| IV.38 | 95.6% | 90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis. |

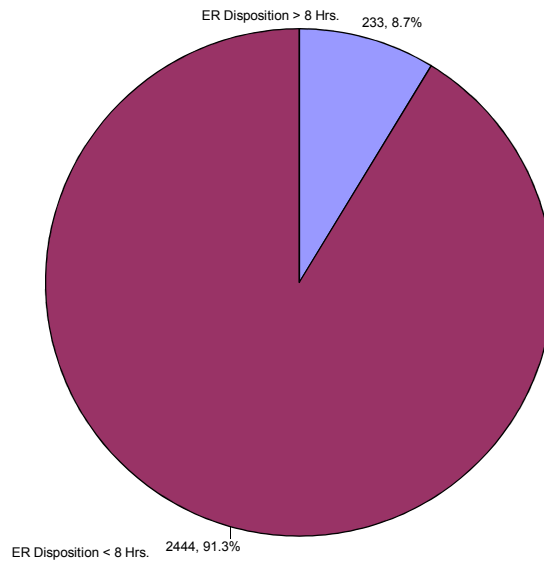


Adult AMHI Consent Decree Standard: No More Than 20-25% of face to face contacts result in Psychiatric hospitalization.
Actual Percent face to face contacts resulting in Psychiatric Hospitalization.

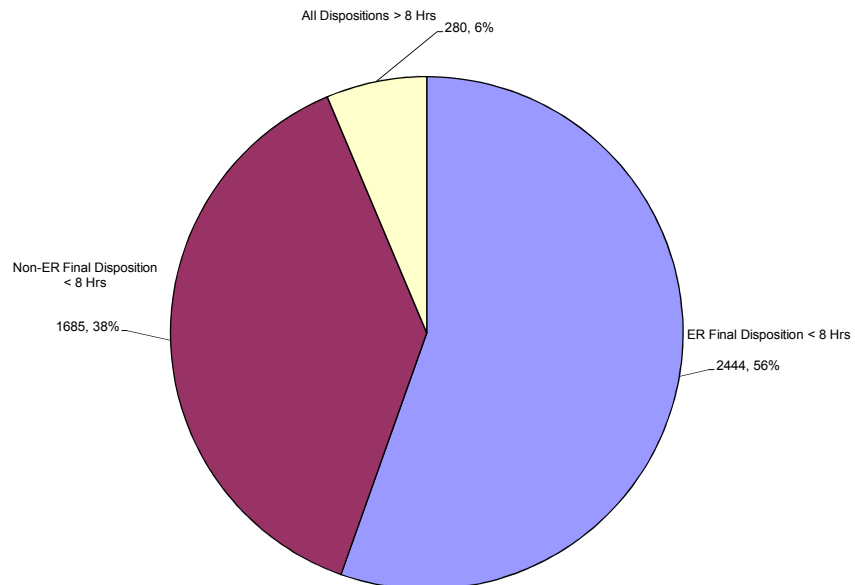


ADULTS ONLY

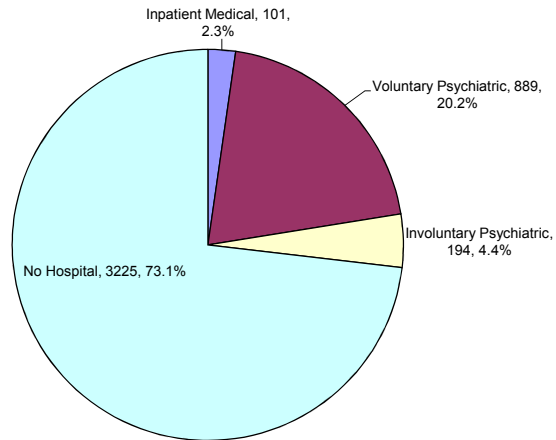
Adult Emergency Room Disposition Within 8 Hours



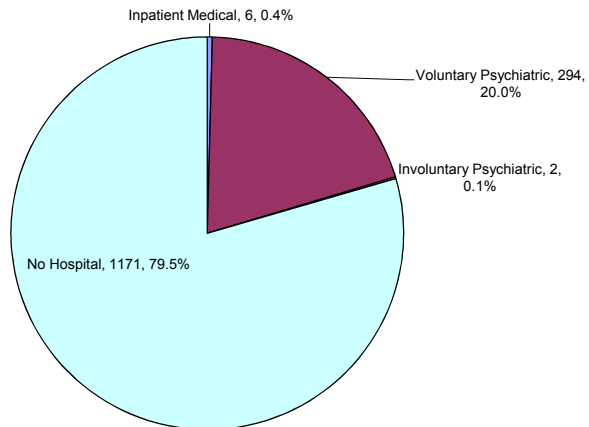
Adult Dispositions Within 8 Hours By Site



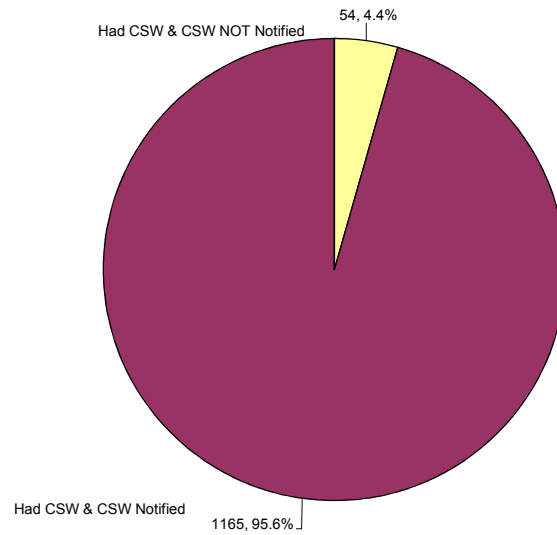
Adult Initial Contacts Hospitalized



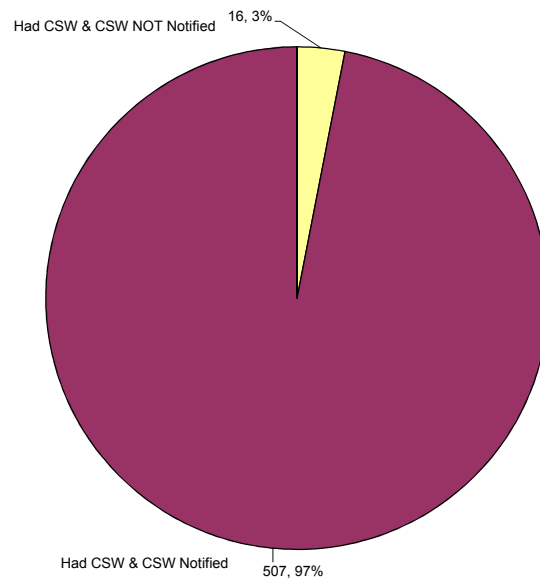
Children Initial Contacts Hospitalized



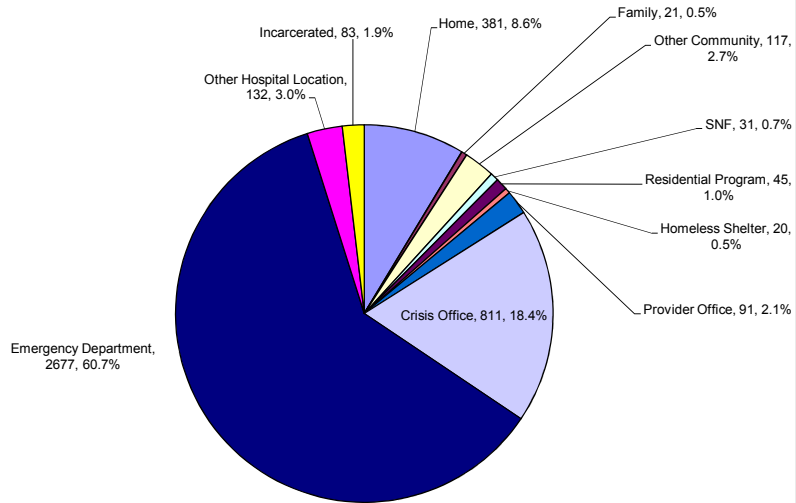
**Adult Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is
Notified of the Crisis**



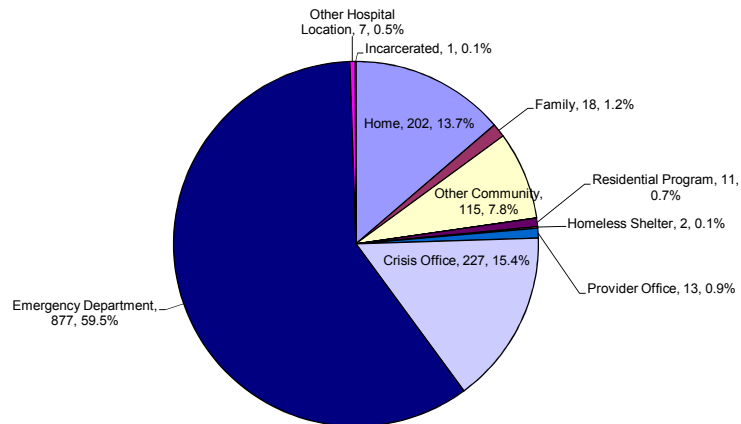
**Children Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker
is Notified of the Crisis**



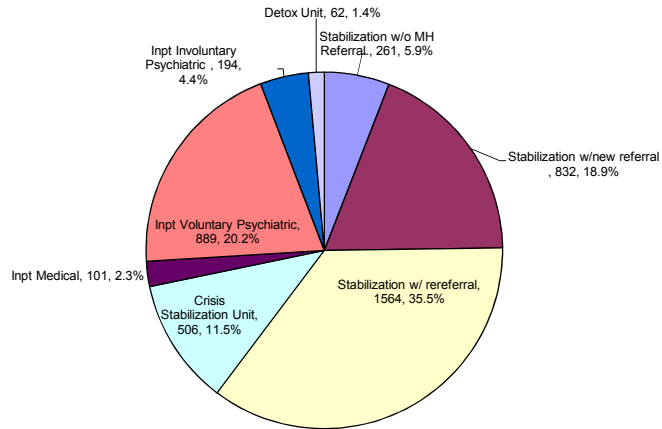
Adult Site of Initial Face To Face Contact



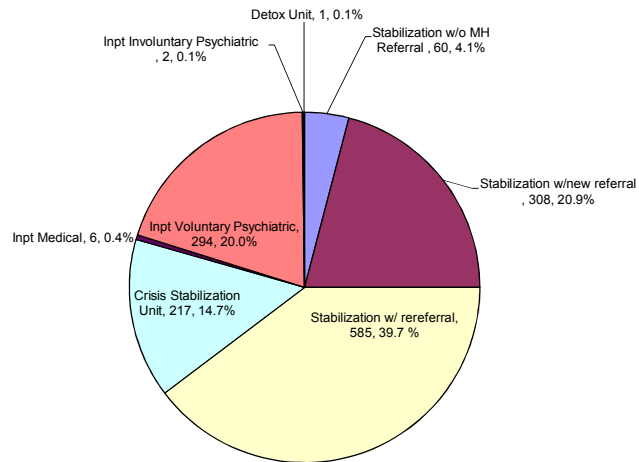
Children Site of Initial Face To Face Contact



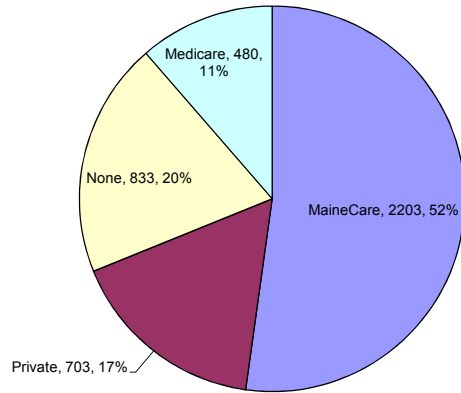
Adult Initial Crisis Resolution



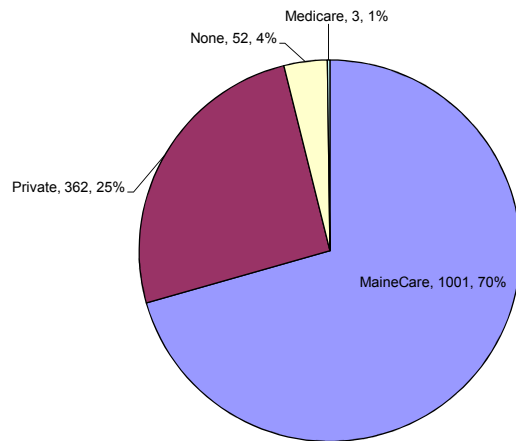
Children Initial Crisis Resolution



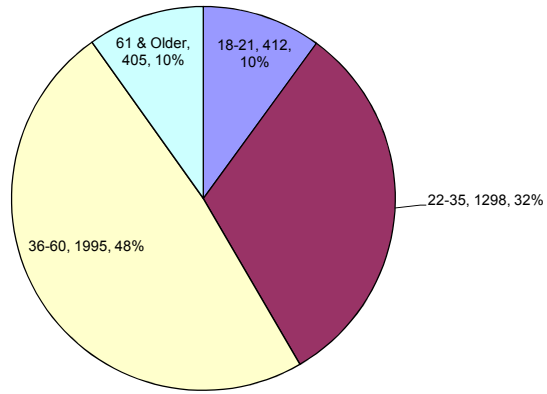
Percentage of Adults Served By Payment Source



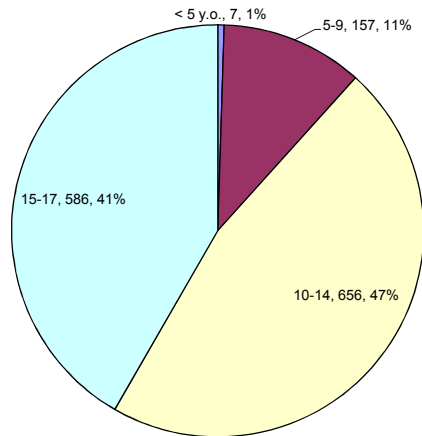
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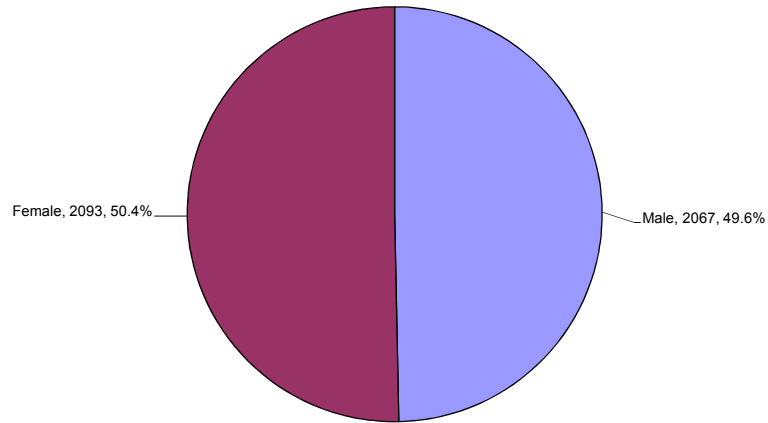
Percentage of Adults Served By Age Cohort



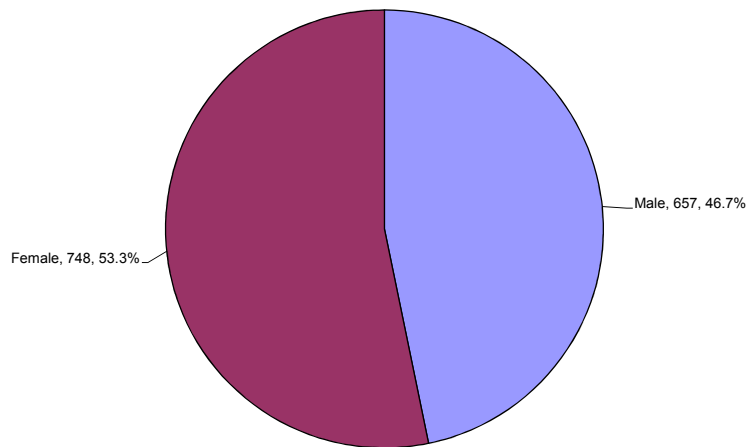
Percentage of Children Served By Age Cohort



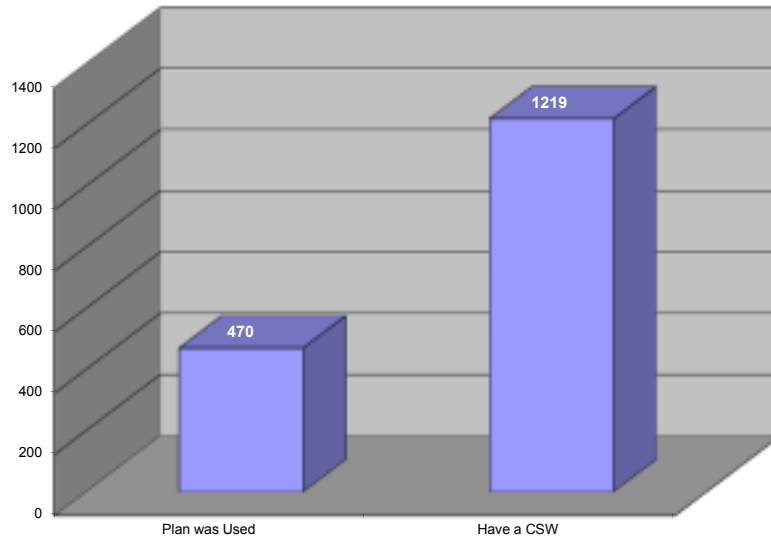
Percentage of Adults Served By Gender



Percentage of Children Served By Gender



Adult Face to Face Contacts Characteristics



Children Face to Face Contacts Characteristics

